



December 6, 2021

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Docket Management Facility
U.S. Department of Transportation
West Building, Ground Floor
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1200 New Jersey Avenue, SE
Washington, DC 20590

Ms. Kimberly Frierson
Transportation Disaster Assistance Division
National Transportation Safety Board
490 L'Enfant Plaza East, SW
Washington, DC 20594
Kimberly.frierson@ntsb.gov

Re: Family Assistance Plan of Air Excursions, LLC (DOT-OST-1996-1960)

Dear Ms. Frierson:

Enclosed please find the Family Assistance Plan of Air Excursions, LLC filed in accordance with the requirements of 49 U.S.C. Sections 1136 and 41113, as amended, addressing the needs of families of passengers involved in aircraft accidents. Additionally, please be advised that the telephone number to reach Air Excursions, LLC's operations staff 24 hours a day in the event of an emergency has been redacted from the enclosure provided to the Department of Transportation and is being provided in unredacted form in the enclosure provided to the National Transportation Safety Board.

Please contact us if you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rachel Welford".

By: Jonathon H. Foglia
Rachel Welford

Counsel for
Air Excursions, LLC

Enclosure

FAMILY ASSISTANCE PLAN
Air Excursions, LLC
(Last Updated December 6, 2021)

Air Excursions, LLC adopts this Family Assistance Plan ("the Plan"), in accordance with 49 U.S.C. § 41113, as amended, in order to address the needs of families of passengers involved in any aircraft accident involving an aircraft of Air Excursions, LLC that results in any loss of life. The Plan is part of a broader, coordinated emergency response program that Air Excursions, LLC has implemented to respond to an emergency. Air Excursions, LLC makes the following assurances as part of the Plan:

1. Air Excursions, LLC will publicize a reliable, toll-free telephone number and will provide staff to handle calls from families of passengers involved in an aircraft accident resulting in any loss of life.
2. Air Excursions, LLC will notify the families of passengers, before providing any public notice of the names of passengers. The notification will be made by either (i) suitably trained personnel; or (ii) the organization designated by the National Transportation Safety Board ("NTSB") under 49 U.S.C. § 1136(a)(2).
3. Air Excursions, LLC will provide the notice described in paragraph (2), above, as soon as Air Excursions, LLC has verified that the passenger was aboard the aircraft (whether or not the names of all of the passengers have been verified), and, to the extent practicable, the notice will be provided in person.
4. Air Excursions, LLC will provide immediately upon request, and will update as needed, a list (which will be based on the best available information at the time of the request) of the names of the passengers aboard the aircraft (whether or not such names have been verified) to the director of family support services designated for the accident by the NTSB under 49 U.S.C. § 1136(a)(1) and the organization designated by the NTSB under 49 U.S.C. § 1136(a)(2).
5. Air Excursions, LLC will consult with the family of each passenger about the disposition of all remains and personal effects of the passenger that are within the control of Air Excursions, LLC.
6. If requested by the family of a passenger, Air Excursions, LLC will return to the family any possession (regardless of its condition) of the passenger that is within Air Excursions, LLC's control, unless the possession is needed for the accident investigation or a criminal investigation.
7. Air Excursions, LLC will retain for at least eighteen (18) months after the date of the accident any unclaimed passenger possession that is within Air Excursions, LLC's control.
8. Air Excursions, LLC will consult the family of each passenger about the construction by Air Excursions, LLC of any monument to the passengers, including any inscription on the monument.

9. Air Excursions, LLC will treat the families of nonrevenue passengers (and any other victim of the accident, including any victim on the ground) the same as the families of revenue passengers.
10. Following an accident, Air Excursions, LLC will work with any organization designated by the NTSB under to 49 U.S.C. § 1136(a)(2) on an ongoing basis to ensure that families of passengers receive an appropriate level of services and assistance.
11. Air Excursions, LLC will provide reasonable compensation to any organization designated by the NTSB under 49 U.S.C. § 1136(a)(2) for services provided by the organization.
12. Air Excursions, LLC will assist the family of a passenger in traveling to the location of the accident and provide for the physical care of the family while the family is staying at such location.
13. Air Excursions, LLC will commit sufficient resources to carry out the Plan.
14. Upon request of the family of a passenger, Air Excursions, LLC will inform the family of whether the passenger's name appeared on a preliminary passenger manifest for the flight involved in the accident.
15. Air Excursions, LLC will provide adequate training to its employees and agents to meet the needs of survivors and family members following an accident.
16. In the event Air Excursions, LLC volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving any loss of life, Air Excursions, LLC will consult with the NTSB and the Department of State on the provision of assistance.
17. Air Excursions, LLC will, in the case of an accident that results in any damage to a manmade structure or other property on the ground that is not government-owned, promptly provide notice, in writing, to the extent practicable, directly to the owner of the structure or other property about liability for any property damage and means for obtaining compensation.

At a minimum, the written notice shall advise an owner to: (i) contact the insurer of the property as the authoritative source for information about coverage and compensation; (ii) not rely on unofficial information offered by Air Excursions, LLC representatives about compensation by Air Excursions, LLC for accident-site property damage; and (iii) obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restrictions on access to the accident site.

18. Air Excursions, LLC will, in the case of an accident in which the NTSB conducts a public hearing or comparable proceeding at a location greater than eighty (80) miles from the accident site, ensure that the proceeding is made available simultaneously by electronic means at a location open to the public at both the origin city and destination city of the Air Excursions, LLC's flight if that city is located in the United States.

The 24-hour emergency contact phone number for Air Excursions, LLC is as follows: [REDACTED]